

United States of America

Office of
Personnel Management

Washington, D.C. 20415

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MEMORANDUM FOR HEADS OF DEPARTMENTS AND AGENCIES

SUBJECT: Congressional Award for Exemplary Service to the Public

Government policy requires that Federal personnel display courtesy in all their dealings with the public. This policy, which has been emphasized repeatedly by the President and the Congress, was explained in a statement issued by the Office of Personnel Management on June 3, 1980, and implemented by FPM Special Bulletin #91 dated August 5, 1980.

The Office of Personnel Management provides leadership to the effort to improve courtesy to the public throughout Government. As part of this improvement effort, OPM is cooperating with Congressman Elliott H. Levitas and Congressman Benjamin A. Gilman, in establishing and implementing a program of special recognition for individuals or groups that provide exemplary service to the public, with special emphasis on courtesy. Information, including criteria for these awards and nominating procedures, is attached.

I urge you to support this program by nominating individuals and groups whose exemplary service to the public reflects credit upon your organization and the Government. Positive reinforcement of this kind, and publicizing these efforts, can help improve the public's image of the Federal civil servant.

Alan K. Campbell
Director

Attachment

Congressional Award for Exemplary Service to the Public

Nominations Due: October 17, 1980

Background

The Federal government is judged by its employees and what the public thinks about Government depends upon their contacts with Federal personnel at all levels. Because of this, Federal personnel should be keenly aware of the image they project to the public in all contacts. This includes not only those actually involved in the contact, but others who work in the vicinity who may be overheard and/or observed by the public. Professional and businesslike conduct that leaves a favorable impression on the public and shows concern for our fellow man, which forms the basis for common rules of courtesy, are of paramount importance and must be encouraged.

The Civil Service Reform Act emphasized the concern of both the President and the Congress that Government services to the public be more courteous. Congressman Elliott H. Levitas' particular interest in this matter prompted him to author a provision in the Civil Service Reform Act of 1978 that permits performance standards to include the extent of courtesy Government employees demonstrate to the public. As the agency providing leadership to the program to improve courtesy to the public throughout Government, the Office of Personnel Management is cooperating with Congressman Levitas and Congressman Benjamin A. Gilman in establishing a program of recognition for Government personnel who provide exemplary and courteous service to the public.

Objectives

To recognize and publicize exemplary and courteous service to the public, to encourage a concerned and responsible attitude toward the public among Government personnel, and to underscore the interest of the President and the Congress in the importance of courtesy throughout Government.

Criteria

Individuals, groups or organizations nominated for this award must have demonstrated a degree of courtesy in dealing with their public that exceeds normal expectations; including courtesy, promptness, willingness to "go the extra step," and a general desire to reflect a favorable image of the organization. Nominations are encouraged for candidates who have:

- established innovative procedures for responding to citizens' needs or interests that are more efficient, economic, and/or effective (e.g. development of improved procedures for handling written or telephone inquiries; development of an effective training program for those dealing with the public; establishment of a plan for the use of incentive awards to encourage and recognize outstanding contributions in responding to citizens' needs)

*OPA
fits this
criteria*

- consistently exceeded job requirements in dealing with requests for information, materials, or other services (e.g. an individual or group that has received many favorable comments and letters on services rendered the public) *yes*
- performed a special act or service well beyond the requirements of his or her job in direct response to a citizen need or concern (e.g. taking action to deal with a critical and immediate need for help or assistance within a community, or region).

The Award

Honorary recognition in the form of a plaque or certificate will be presented to the winner. Finalists will receive letters jointly signed by the co-sponsors. ✓

Nomination Format

¹Name of Nominee: _____
(surname, first name, middle initial)

¹Job Title: _____ Grade or Rank: _____

Employing Agency: _____ Organization: _____

Mailing Address: _____

Brief Description of Exemplary Service to the Public
Reflecting Credit Upon Federal Personnel:

Suggested Citation Describing the Achievement (not to exceed 75 words):

Signature of Agency Head
(or designee)

Name of Person to Contact
Regarding Nomination: _____ Phone Number: _____

Nominations should be submitted to: Incentive Awards Branch, WED
Office of Personnel Management
1900 E Street, N.W.
Washington, D.C. 20415
(Due C.O.B. 10/17/80)

¹If group nomination, provide information here for group leader, attach listing
for other members of the group.